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Overview

Vision

The purpose of Coordinated Entry for All (CEA) is to ensure that all people experiencing homelessness have fair and equal access to housing. The system aims to work with households to understand their strengths and needs, provide a common assessment, and connect them with housing and homeless assistance. Through the use of standardized tools and practices, CEA aims to incorporate the principles of a system-wide housing first approach and prioritize those with the highest service needs.

Coordinated Entry for All is designed to:

- ❖ Allow anyone who needs assistance for a housing crisis to know where to go to get that assistance and to be assessed in a standard and consistent way;
- ❖ Ensure that households who are experiencing homelessness gain access as efficiently and effectively as possible to available community interventions;
- ❖ Prioritize households for limited housing resources based on need and vulnerability;
- ❖ Provide clarity, transparency, consistency, and accountability throughout the assessment and referral process for households experiencing homelessness, community partners, and homeless and housing service providers; and
- ❖ Facilitate exits from homelessness to stable housing in the most rapid manner possible.

To achieve these objectives, Coordinated Entry for All includes:

- ❖ A **standard assessment process** to be used for all households who are seeking assistance, and procedures for determining the appropriate next level of assistance;
- ❖ Establishment of **uniform guidelines** among homeless housing programs (emergency shelter for families, transitional housing, rapid rehousing, and permanent supportive housing) regarding eligibility for services, screening criteria, prioritized populations, expected outcomes, and targets for length of stay;
- ❖ Consistent **referral policies and procedures** from CEA to housing programs and other resources;
- ❖ The **Operations Manual** contained herein and detailing the operations of Coordinated Entry for All.

King County has been implementing coordinated entry programs for families since 2012, young adults since 2013, and veterans since 2015. In June, 2016 King County DCHS became the *Coordinating Entity* for CEA. Transitioning to Coordinated Entry for All is an opportunity to take lessons learned from those systems while implementing a more accessible and equitable system for all households who are experiencing homelessness. There are many lessons learned by those who have participated in coordinated entry in King County, and input and guidance from community stakeholders in designing and implementing Coordinated Entry for All has been crucial. Moving forward, circumstances that

necessitate change will present themselves, and adjustments to processes described in this manual will be made. Evaluation of quarterly data by stakeholders will provide ongoing opportunities for feedback, supporting continued improvement of Coordinated Entry for All.

Description

Provisions of the Department of Housing and Urban Development (HUD) Continuum of Care (CoC) Program Interim Rule (24 CFR 578.7 a 8) require that Continuums of Care establish a *Centralized or Coordinated Assessment System*. Similarly, the Washington State Department of Commerce mandates that Consolidated Homeless Grant (CHG) grantees must maintain a coordinated assessment system where households experiencing homelessness are assessed and referred to the services that will help them obtain and maintain housing stability. In alignment with these requirements and continued HUD guidance, the Seattle / King County Continuum of Care has implemented a coordinated entry system for all households who are experiencing homelessness. Coordinated Entry for All (CEA), as described in this manual, is designed to meet the Federal and State requirements of a *Centralized or Coordinated Assessment System* which, at a minimum, must adopt the following written standards:

- (i) Policies and procedures for providing an initial, comprehensive assessment of the needs of households for housing and services;
- (ii) A specific policy to guide the operation of the centralized or coordinated assessment system on how its system will address the needs of households who are fleeing, or attempting to flee, domestic violence, dating violence, sexual assault, or stalking, but who are seeking shelter or services from non-victim service providers;
- (iii) Policies to address how households are referred to programs;
- (iv) Policies and procedures for utilization of a standardized assessment tool to be used at all access points that matches households with services that will help them exit homelessness;
- (v) Policies to adopt a uniform decision making process for using the assessment to prioritize households with the greatest need;
- (vi) Policies and procedures for maintaining up-to-date information on program capacities, vacancies, and eligibility criteria;
- (vii) Policies and protocols for rejecting referrals that ensures rejections are justified and rejected households are referred to appropriate services whenever possible;

Disclaimer

Coordinated Entry for All is designed to coordinate and prioritize access to housing and homeless programs for households experiencing homelessness. There is no guarantee that the household will meet final eligibility requirements, be referred to a housing resource, or receive a referral to a particular housing option, nor does it ensure availability of resources for all eligible households.

Participation Requirements

The Departments of Housing and Urban Development (HUD) and Veteran's Affairs (VA) have recently established guidance that instructs all CoC projects to participate in their CoC's coordinated assessment system. Any project that receives HUD funding (CoC Program, Emergency Solutions Grant, and Housing Opportunities for People with AIDS) or VA funding (Supportive Services for Veteran Families, Grant and Per Diem, Veterans Affairs Supportive Housing) must comply with the participation requirements as established by the corresponding CoC jurisdiction. King County is the *Coordinating Entity* for Coordinated Entry for All (CEA) in the region and has developed a system with the following expectations:

- CoC projects must publish written standards for client eligibility and screening,
- CoC projects must communicate project vacancies, including bed/unit-specific information to the Coordinating Entity,
- Households experiencing a housing crisis must access CoC services and housing using CEA-defined access points,
- CoC projects must enroll only those clients referred according to the CoC's designated referral process, and
- CoC projects must commit to participate in the CoC's Coordinated Assessment planning and management activities as established by CoC leadership.

Partner Agencies

Partner agencies include all Regional Access Points in accordance with their contract with King County, agencies participating as Housing Assessors and/or Housing Navigators, as well as housing and homeless programs required to participate in CEA due to funding and/or contract requirements.

See Appendix for a list of partner agencies. King County will review and update this list periodically and reserves the right to add or remove agencies.

HMIS Vendor

Bitfocus, Inc. is the Homeless Management Information System (HMIS) vendor for King County, and uses Clarity Human Services software. CEA is a system that operates within the HMIS. Bitfocus' responsibilities include data quality and technical support. Additional information is available from Bitfocus' local website (<http://kingcounty.hmis.cc/>).

Key Components

Eligibility

CEA provides access to housing for all people experiencing homelessness in King County. Eligibility for a housing assessment is based on the following criteria.

- Literally homeless (Sleeping outside, in a place not meant for human habitation, or in a shelter
- Fleeing/attempting to flee domestic violence
- Staying in or exiting an institution where you resided for up to 90 days and were in shelter or a place not meant for human habitation immediately prior to entering that institution
- Staying in transitional housing and were literally homeless immediately prior to entering transitional housing
- Young adults who are imminently at risk of homelessness within 14 days are also eligible for CEA.

Eligibility for housing is determined by the service agency and/or housing provider, in accordance with the programs funding sources.

Regional Access Points

Locations and Hours

Regional Access Points are located in five sites across King County. Regional Access Points are accessible by public transportation and are conducted in an environment where additional community resources can be accessed as needed. The best way for a person to access a housing assessment is to meet with a *Housing Assessor* at the nearest Regional Access Point. Assessment hours for Regional Access Points vary, and both walk-ins and scheduled appointments are available. Detailed information is available on the CEA website (www.kingcounty.gov/cea), and by calling 211.

Young adults, single adults, and veterans can also access assessments through one of the population-specific locations listed on the CEA website. Information about these sites is also available by calling 211.

Mobile Assessments and Outreach

Regional Access Points (RAPs) are responsible for the entirety of the geographic region they are located in. A detailed RAP catchment map is available on the CEA website [Coordinated Entry for All - King County](#)

In the event that households are unable to access a Regional Access Point to meet with an Assessor, the Regional Access Point is responsible for deploying staff to meet with households in the community.

Regional Access Points are responsible for outreach within their region to engage households experiencing homelessness who may not be accessing services. Individuals, households, advocates, and other stakeholders should contact their local Regional Access Point directly for more information.

Additional community partners, including schools, jail, detention, libraries, community centers, and hospitals, are aware of the CEA process and can refer households to a Regional Access Point.

Assessment Tool

The VI-SPDAT (Vulnerability Index – Service Prioritization Decision Assistance Prescreen Tool), developed by OrgCode Consulting, is an assessment tool that aims to identify a household’s level of service need. Population-specific versions of the VI-SPDAT, which include additional questions that support eligibility for local programs, are used in King County’s adoption of this tool.

Transition-Aged Youth TAY-VI-SPDAT	Family F-VI-SPDAT	Individual VI-SPDAT
-Use for a single young adult, 18-24 -Score transfers for single adult resources	-Use for a pregnant or parenting individual/ family (including YA and veteran families)	-Use for a single adult/ veteran

Language Support

CEA provides services in the language preferred by the household when completing an assessment and making a housing referral. If staff are unable to provide in-person interpretation, access to interpretation services is also available through a phone service.

Housing Assessors

Housing Assessors are staff based at Regional Access Points, and includes staff who may be part of a mobile assessment or outreach team. In order to help ensure access for households who face physical or other barriers to accessing Regional Access Points or those who are disconnected from services, additional Housing Assessors are designated outside of Regional Access Points to administer assessments.¹

During the first two months of CEA’s implementation, single adults can access the housing assessment at community-based locations, in addition to the Regional Access Points. Locations will be announced on the CEA website. The level of need for administering assessments will be evaluated after the initial months of CEA.

Responsibilities -All Housing Assessors are required to complete a HMIS intake and housing assessment with eligible households. Housing Assessors’ responsibilities include, but are not limited to the following:

¹ Community-Based Agencies with trained assessors include YA Providers offering front-line case management and diversion resources, Emergency Shelters, Mobile Medical Van, Veteran Navigators and Veteran-serving agencies, Outreach teams, and agencies providing culturally tailored services.

- Operating as the initial contact for the Coordinated Entry for All system and communicating eligibility for CEA,
- Exploring resources other than homeless housing programs, such as diversion or employment/education,
- Administering housing assessments and documenting the household's responses into the database,
- Participating in flag review as requested by CEA
- Communicating the types of resources the household may be referred to,
- Notifying households about other services/resources/programs they may be eligible for outside of CEA, including housing through BHRD, Section 8, emergency housing, and other community-based resources (employment services, behavioral health supports, domestic violence services, etc.), and
- Responding to requests by the Coordinating Entity.

Training Requirements- Housing Assessors are trained by the Coordinating Entity; the training includes the Bitfocus/Clarity General Training and Bitfocus/Clarity Assessor Training, VI-SPDAT Training, diversion, language access, and cultural sensitivity training, including Veteran and domestic violence.

Housing Navigators

Housing Navigators are staff based at Regional Access Points who work with eligible households to prepare for a housing referral once they have completed an assessment in order to expedite the occupancy process once a referral has been made. A Housing Navigator may work with an eligible household from housing assessment through the referral and occupancy process, depending on the household's desire for that support. The Housing Navigator role may alternatively be filled by an outreach worker or case manager. Housing Navigators' responsibilities include, but are not limited to the following:

- Assisting client in obtaining necessary documentation required for housing,
- Collecting necessary documentation, securing additional financial assistance if needed, providing transportation, accompanying to potential housing options, etc.,
- Assisting clients in navigating any challenges related to the housing process (application and/or inspection process, etc.),
- Participation in flag review, and
- Responding to requests by the Coordinating Entity.

Training Requirements – Housing Navigators are trained by the Coordinating Entity. The content of this training will be developed as those roles are further identified.

Progressive Engagement

CEA is part of a progressive engagement approach in King County. This process includes prevention, diversion, and housing assessment/referral. The system prioritizes client choice and provides continual opportunity during the process for a household experiencing homelessness to engage in diversion resources. For example, if an eligible household can be referred to diversion resources for crisis resolution, then they will be referred to such a resource, rather than a housing intervention. Also, if a household denies a housing referral, they will again be offered the opportunity to receive diversion resources, rather than wait for another housing referral. A household will only receive a referral to a program or resource that they have agreed to.

Referrals

Referrals will be made by the Coordinating Entity based on standardized eligibility criteria from the Continuum of Care and contract requirements. For example, programs that serve only male-identified single adults will only receive referrals for male-identified single adults. CEA will follow eligibility and screening criteria based on agreed upon requirements with the agency and funder(s). Agencies participating in CEA must submit all of their eligibility criteria to the Coordinating Entity. If the Coordinating Entity has a concern that a program's requirements may be contributing to "screening out" or excluding households from services, they may request to meet with the provider to discuss their criteria. If a provider is unwilling to modify the criteria, the Coordinating Entity may recommend to the CoC that the provider be deprioritized for CoC funding.

Flag Review

A flag review process provides a safety net for households whose level of vulnerability may not be accurately addressed through the assessment process. The flag review process allows for further review while maintaining an equitable, consistent, and transparent process. The flag review process seeks to ensure equity and ensure a swift process without additional assessment or screening.

Flag review is not intended to provide a side door to CEA housing resources. Assessors must demonstrate professional judgment in this process; those who repeatedly refer a large percentage of individuals to the review panel may be subject to additional training and/or other follow-up by the Coordinating Entity.

Housing Assessors who find that a household cannot complete the assessment due to their level of vulnerability, or whose responses do not reflect what an assessor observes, should employ the "Assessor Flag" function and enter a description of their concern in the notes box on the assessment to denote that the assessment should be brought to case conferencing.

- Flag notes must include the specific question/s on the assessment tool that do not reflect the need or vulnerability of the household.
- The notes must also include specific details that will help demonstrate why the assessor thinks the household's needs or vulnerability are not matched with their assessment score. Examples of what can be included in notes are mental health diagnosis, medical conditions, history of hospitalizations (including dates), specific behavior that was observed during the assessment. .

The flag review process is intended to be used on a limited basis and only when the score on the assessments isn't capturing the need or vulnerability of the household. If the number of flagged assessments exceeds 10% of the total number of assessments in CEA, the review panel will evaluate the Flag Review policy.

Review Panel Membership

The review panel will be comprised of a regular group of members who will serve in the role for a specified term (one or two years). The team will include a minimum of three members, which may include representatives from King County DCHS, All Home, City of Seattle HSD, and additional individuals with relevant expertise.

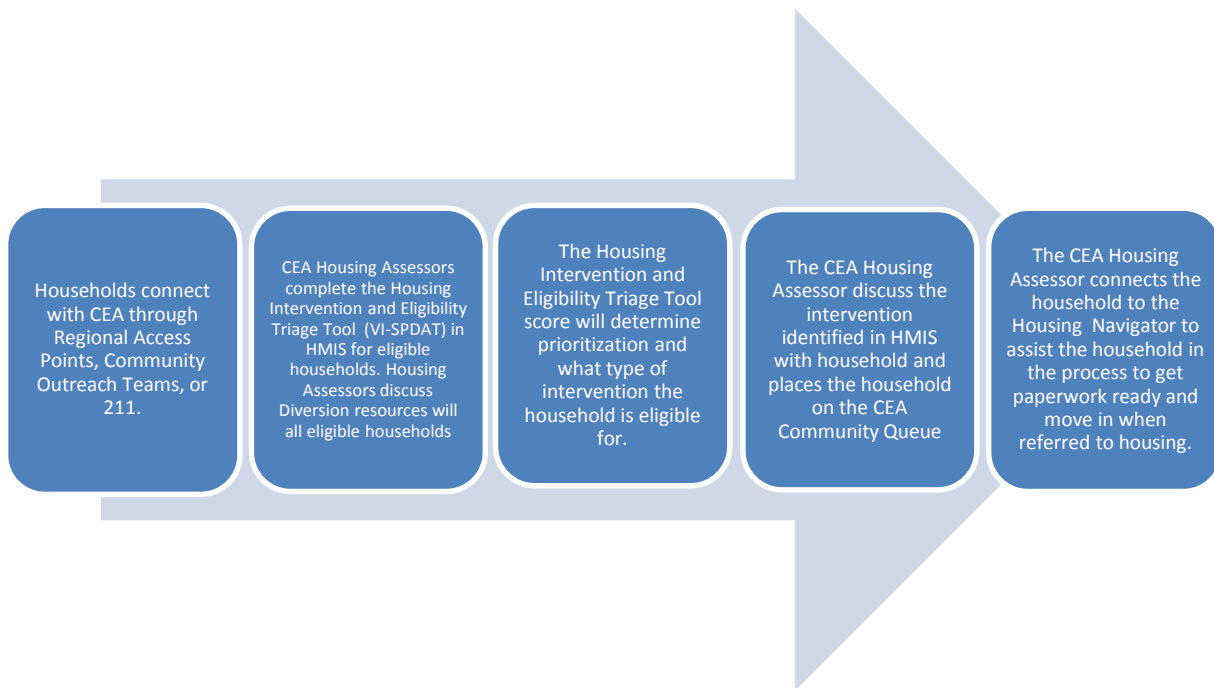
Information Sources

The flag review process may consider the following sources of information: description of why assessor flag was used, current case manager perspective, VAT score above 25 (when there is an existing VAT score available), and length of time homeless, tri-morbidity, and utilization data from other systems, such as the Client Care Coordination Database.

Decision Making Process

The Review Panel will review the information presenting from a person-centered focus in order to support housing referrals for households with high vulnerability. The review panel will maintain a regular meeting, occurring a minimum of once per month to review assessments that have been flagged, and identify next steps for referral. The only guarantee related to the review panel process is that the household will receive a review. Not all cases will receive a placement or an adjustment to their place on the community queue.. In some instances, the flag review committee may determine that the initial score and position on the community queue is correct given the severity of other cases. In other situations, the review panel may determine that a higher score is warranted, though immediate placement is still not feasible.

- The review panel will note their flag review decision in Clarity including any adjustments to the place of the household on the community queue.
- The assessor who flagged the assessment will be expected to review the notes in Clarity to see the decision of the review panel.



Step 1: Connecting to Coordinated Entry for All - To ensure accessibility for eligible households, CEA provides services from Regional Access Points located throughout King County. Eligible households can initiate an appointment in person through any of the designated Regional Access Points or by calling 211. Households can also complete an assessment through community outreach teams, and/or mobile housing assessors. Information about how to obtain services through CEA is also available through a broad range of community-based service providers, on-line, and through calling 211.

Step 2: Housing Assessment - *Housing Assessors* are available to administer the assessment with eligible households. The assessment is completed and tracked using HMIS. The Eligibility Engine in Bitfocus identifies what resources a household may be eligible for based on the outcome of the Housing Assessment.

Step 3: Emergency Shelter and Other Services – At the time of assessment, *Housing Assessors* will connect households with emergency shelter or other crisis response services as appropriate and as available. *Housing Assessors* will also have access to flexible financial assistance and an array of other services and mainstream resources to assist in immediate needs such as diversion opportunities, employment, education, transportation, public benefits, and legal services, among other resources.

Step 4: Housing Navigation – Once an eligible household completes the housing assessment, the household has the option to be connected with a *Housing Navigator*. Priority will be given to those with the highest needs as identified by the assessment score. This connection can be made in real time (i.e. upon completion of the assessment) or by pulling from the *Community Queue* in HMIS. A Housing Navigator may continue to work with the eligible household from the time they complete their housing assessment until they have been referred to a housing program, depending on the household's desire for that support.

Step 5: Housing Referral – Households are referred based on the prioritization policy adopted in King County. Information gathered from the assessment is used to create a vulnerability score which is contributes to prioritization for available resources. Households not recommended for housing resources based on the results of the assessment will be offered other services, such as diversion, short-term/emergency housing, or referral to other community supports. Households not interested in the programs identified through the assessment as the appropriate level of support for them may also be offered other resources.

Low Barrier Policy

CEA participating programs will make enrollment decisions based on standardized eligibility criteria determined by program funding. No client may be turned away from crisis response services or homeless designated housing due to lack of income, lack of employment, disability status, or substance use. Exceptions include instances when the project's primary funder requires the exclusion or a previously existing and documented neighborhood covenant/good neighbor agreement has explicitly limited enrollment to clients with a specific set of attributes or characteristics. Funders restricting access to projects based on specific client attributes or characteristics will need to provide documentation to the Coordinating Entity providing a justification for their eligibility policy.

Conflicts of Interest

In the event that a conflict of interest occurs between a household and CEA staff, RAP staff, or housing provider, the staff must inform their supervisor, who will assign another staff to work with the household as appropriate.

Governance

King County DCHS

King County DCHS is the *Coordinating Entity* that manages CEA. The Coordinating Entity is responsible for:

- Oversight of CEA Regional Access Points and resource referrals;
- Daily operations of CEA;
- Managing flag review;
- Investigating and resolving consumer and provider complaints or concerns about CEA;
- Providing information and feedback about CEA to the CoC and the community at-large;
- Evaluating the efficiency, effectiveness, and overall accountability of CEA, and communicating this with regional stakeholders; and
- Recommending changes or improvements to the process, based on performance data.

All Home

All Home is the Seattle/King County Continuum of Care (CoC) and is the local homeless housing task force. All Home is responsible for identifying needs of households experiencing homelessness, planning for resources to end homelessness, and thus will work in a collaborative partnership with King County to explore and recommend changes to CEA and guide system improvement work.

All Home oversight comes from several advisory bodies, including the Executive Committee, a group that has served as the decision-maker in the development of CEA.

Advisory and Oversight Groups

The CEA Advisory Group will meet on a monthly basis to provide information and feedback about CEA. The CEA Funder Group will meet on a quarterly basis to approve policies and procedure recommendations aimed at improving the efficiency and effectiveness of CEA based on data reported. The membership and responsibilities of these groups will continue to be determined as CEA is implemented by the Coordinating Entity.

Stakeholder Input

Existing groups coordinated by All Home, including Advisory Groups, Subcommittees, and the All Population Stakeholder Forum, will review data and provide feedback for CEA.

Monitoring and Reporting

Continuous Improvement

The CEA process will be evaluated and reported on quarterly to ensure it is operating efficiently. Evaluation efforts will be led by the King County Performance Measurement and Evaluation (PME) Unit, with guidance from the All Home Data and Evaluation Sub-Committee. An evaluation framework is provided in the Appendix.

The quarterly CEA data will be shared with the All Home Data and Evaluation Committee and at the monthly All Home Stakeholder Forum where stakeholder feedback and recommendations for adjustments to the design of CEA will be gathered.

Once stakeholders have provided input, the CEA Advisory Group will review the recommendations and propose policy and procedure changes that will improve the efficiency and effectiveness of CEA to the Funder Group for approval.

Glossary of Terms

Affordable Housing- Non-time limited housing that is available to households with incomes less than 30%, 50% or 80% of area median income (AMI), also sometimes known as workforce housing. Housing projects may receive tax credits or other incentives in exchange for agreeing to set aside a certain number of units in the development for households with total incomes less than a particular percentage of AMI. Households must meet income requirements to be eligible for the units. Affordable housing may or may not have a rental subsidy.

CEA (Coordinated Entry for All) – The process where any eligible household can complete an assessment to be considered for homelessness assistance through King County.

CEA Participating Program – Any program that is required by its funding source to participate in coordinated entry, or has opted into the system to receive its referrals through coordinated entry.

Community Outreach Teams – Mobile housing assessors who are based at Regional Access Points and can travel around their region to complete the housing assessment with households who are unable to visit a physical Regional Access Point location.

Community Queue – the list of eligible households for resources in CEA.

Coordinating Entity – Refers to King County; the entity that manages the CEA system.

Eligible Household - CEA serves all young adults, families, veterans, and single adults who are literally homeless according to the category 1 HUD definition of homelessness or fleeing/attempting to flee domestic violence, and single young adults (ages 18-24) who are imminently at risk of homelessness within the next 14 days. See “Eligibility” section for details.

Emergency Shelter- temporary shelter from the elements and unsafe streets for homeless individuals and families. Emergency shelters typically address the basic health, food, clothing, and personal hygiene needs of the households that they serve and provide information and referrals about supportive services and housing. Emergency Shelters are indoors, and range from mats on the floor in a common space to beds in individual units. Some shelters are overnight only, while others operate 24/7.

ESG (Emergency Shelter Grant) – Grants from HUD that support homelessness prevention, emergency shelter, and related services.

Family – An individual or couple who is pregnant or parenting

F-SPDAT (Family Service Prioritization Decision Assistance Tool) – A tool developed and owned by OrgCode is utilized for pregnant or parenting households to recommend the level of housing supports necessary to resolve the presenting crisis of homelessness. Within those recommended housing interventions, the F-SPDAT allows for prioritization based on presence of vulnerability.

GPD (Grant Per Diem) – Funding offered through the VA to community agencies that provide supportive services and/or housing for homeless Veterans.

HMIS (Homeless Management Information System) – a web-based software application designed to record and store person-level information regarding the service needs and history of households experiencing homelessness throughout a Continuum of Care (CoC) jurisdiction, as mandated by HUD.

HOPWA (Housing Opportunities for Persons With AIDS) – A Federal program dedicated to the housing needs of people living with HIV/AIDS.

Housing Assessors – Staff based at Regional Access Points and other identified individuals who administer the assessment tool with individuals and families who are eligible for Coordinated Entry for All.

Housing Navigators – Staff based at Regional Access Points who work with eligible households to prepare for a housing referral once they have completed an assessment. The Housing Navigator role may alternatively be filled by an outreach worker or case manager.

HUD (The United States Department of Housing and Urban Development) – HUD requires Continuums of Care to establish a *Centralized or Coordinated Assessment System* where households experiencing homelessness are assessed and referred

Mobile Assessment – Housing assessments completed by an Outreach Team with households who are unable to visit a physical Regional Access Point location.

Permanent Supportive Housing- Permanent housing for a household that is homeless on entry, and has a condition or disability, such as mental illness, substance abuse, chronic health issues, or other conditions that create multiple and serious ongoing barriers to housing stability. Households have a long-term high level of service needs in order to meet the obligations of tenancy and maintain their housing. Tenants have access to a flexible array of comprehensive services, mostly on site, such as medical and wellness, mental health, substance abuse, vocational/employment, and life skills. Services are available and encouraged but are not to be required as a condition of tenancy.

Permanent Housing with Supports (i.e. other permanent housing) - Permanent housing for homeless households with a high to medium level of service needs. Services are needed in order for the homeless household to maintain housing stability and services are individualized and targeted based on the housing stability plan. Programs and services may be available on or off-site and the tenant holds a rental agreement.

RRH (Rapid Re-Housing) – A type of housing assistance that provides housing identification, move-in and rental assistance, and/or case management.

RAP (Regional Access Point) – Regional Access Points provide housing assessments and referrals to community resources. They are located in five sites across King County. Housing assessors and navigators are based at these sites.

SSVF (Supportive Services for Veteran Families) – Rapid Rehousing assistance for veterans, including single individuals and families.

Subsidized Housing- Non-time limited housing that is supported by a rental subsidy. Generally, the tenant pays a portion of their monthly income towards rent and utilities, and the other portion of the rent is paid by the subsidy, up to a defined reasonable amount

TAY-VI-SPDAT (Transition-Aged Youth Vulnerability Index- Service Prioritization Decision Assistance Tool) – An assessment tool developed and owned by OrgCode and Community Solutions that is utilized for single young adults between 18-24, to recommend the level of housing supports necessary to resolve the presenting crisis of homelessness. Within those recommended housing interventions, the TAY-VI-SPDAT allows for prioritization based on presence of vulnerability.

Transitional Housing- A time-limited intervention intended to provide assistance to households who need more intensive or deeper levels of support services to attain permanent housing. Services continue to emphasize housing attainment through a housing-focused assessment and housing stability planning, which includes working with each household to identify resources in the community, to make referrals as needed, and to support on-going family and housing stability.

VA – The Department of Veteran Affairs; provides resources, including housing, for individuals and families who are veterans

VASH (Veterans Administration Housing Support) – The HUD-VASH program combines Housing Choice Voucher rental assistance for homeless veterans with case management and clinical services provided by the VA.

VI-SPDAT (Vulnerability Index- Service Prioritization Decision Assistance Tool) – An assessment tool developed and owned by OrgCode and Community Solutions that is utilized for single individuals, including veterans, to recommend the level of housing supports necessary to resolve the presenting crisis of homelessness. Within those recommended housing interventions, the VI-SPDAT allows for prioritization based on presence of vulnerability.

YA (Young Adult) – An individual who is 18-24 years old. There are programs targeted to serve individuals in this age range. Young adults may also be eligible for single adult programs.

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Title: Agency Denials	Date Approved: 5/25/2016
Related Documents: Not Applicable.	

Rationale

CEA promotes access for all eligible households in need of housing by overseeing an objective referral process in which all eligible households are treated in a consistent manner.

Policy

A housing provider can deny a referral that is ineligible for the program based on program eligibility requirements with CEA and program funder(s). Any denial must be documented in the database by updating the Program Status. CEA may follow-up with the housing program and the household referred in order to understand the circumstances of the returned referral.

Housing providers are responsible for assuring that a household meets the contractually required eligibility requirements for their program.

Procedures

1. Housing providers must accept a household who is referred and meets established eligibility criteria.
2. The housing provider must enter the denial in the Clarity database according to the program status definitions and include details regarding the reason for denial in the notes section.

Program Status Definitions

- a. *Client did not call or show up* – the housing provider is unable to reach the household for at least 48 hours and has attempted to reach them through any of the identified means
- b. *Lack of Eligibility* – a referral was made based on the household's apparent eligibility, but due to overlooked or undisclosed information, the household is not eligible for the program. [ie. additional information was disclosed/discovered impacting program eligibility]
- c. *Full capacity*- the housing program is at full capacity and does not have an available resource for the referral that was sent.
- d. *Client out of jurisdiction*- a referral was made and the housing provider discovered that the household is no longer in King County.
- e. *Client refused services*- a referral was made and a household refused the available resources after speaking with the housing provider and learning more about the program.
- f. *Disagreement with rules*-the household previously resided in the housing program they were referred to re-enrollment in the program would result in a significant health and safety risk.
- g. *Self-resolved*- household has found permanent housing outside of the CEA system.
- h. *Falsification of documents*-household falsified documents such as a housing application, failing to disclose information that makes them ineligible for the program.
- i. *Otherwise Denied* – the program is denying the person/family for some other reason not described above

3. The housing provider must inform the household of the reason for denial.
4. CEA staff may follow-up with the housing program and the household referred in order to understand the circumstances of the returned referral. If a referral is returned outside of agreed upon eligibility requirements, CEA will not provide another referral to the housing provider until the current referral issue is resolved with funders and program staff.
 - a. If funders determine a denial was appropriate, CEA will provide a new referral for the unit.
 - b. If funders determine a denial was inappropriate, the housing provider must proceed with accepting the original referral or file a formal grievance with the funding entity. CEA will not provide a new referral until resolution has been reached.

Title: Exceptions to Participation	Date Approved: 5/25/2016
Related Documents: Not Applicable.	

The expectation is for programs to participate in CEA. Requests for exception from CEA are sent to the Coordinating Entity. The Coordinating Entity will bring any request to the CEA Funder Group for review.

Title: External Fill	Date Approved: 5/25/2016
Related Documents: External Fill Verification	

Rationale

The External Fill Policy allows a housing provider to fill available housing units external of a CEA referral when CEA is unable to identify an eligible household. This policy is intended to be the last effort to ensure CEA is making the best use of available housing resources. Communication during an external fill request allows CEA and housing providers to work together to understand challenges of the CEA referral process and support continuous system improvement.

Policy

External fills are used as an emergency tool after CEA staff and housing providers have made every attempt to prioritize and house the eligible households through CEA. CEA will offer a unit for external fill when an eligible household cannot be identified from the community queue for referral.

Procedures

1. CEA makes referrals according to established referral and prioritization policies. When CEA is unable to identify a household for an available unit, CEA will release the unit to the housing provider to fill externally of CEA.
2. The unit may not be filled until CEA offers the unit for an external fill.
 - A. Housing providers are encouraged to post the unit broadly, including with partner agencies, to obtain appropriate and immediate referrals.
3. When a household moves into the available unit as an approved external fill, the housing provider will alert the Coordinating Entity by completing the Notification of External Fill form. HMIS Consent is a critical step in the external fill process, to ensure that households who have received housing external to CEA are removed from the community queue and not contacted for another unit of housing.

Title: Congregate Family Shelter After- Hours External Fills	Date Approved:
Related Documents: External Fill Verification	

Rationale

Coordinated Entry for All (CEA) values opportunities for families in crisis to access emergency housing resources as soon as they become available. It is essential that all measures are taken to prevent any shelter opening from being unused. This policy will allow congregate shelters with prior approval from CEA, to have the ability to fill any available shelter beds for that night externally within their own system **only after** business hours (Monday – Friday 8am- 5pm), weekends, and holidays.

Definition

Congregate shelter- Congregate shelter is defined as a shelter environment where households sleep in the same room.

Policy

When an approved congregate family shelter has an available, the shelter will post the resource in Clarity as soon as they are aware of the opening. If CEA is unable to send a referral for that opening by the end of the business day, and only if that space will be unused prior to the next business day, the shelter will be granted permission to fill that specific unit/bed outside of the CEA process (externally fill) within their own system. The program must follow the established procedure below for each unique opening. Permission to fill that specific unit/bed does not provide a waiver for future openings.

Procedures

It is the responsibility of the program to meet all applicable funding and contractual requirements related to eligibility.

1. When a congregate shelter has an opening (designated space) for a family, the provider is to enter the resource into Clarity as soon as they are aware of the opening.
2. The CEA Referral Specialists will attempt to find an eligible/ interested family for that opening either the same day as posted, or the next business day if posted after business hours or a non-business day.
3. If CEA is unable to send a referral for the available unit by the end of the business day (5pm), the staff will document the resource number and why it was not filled within the business hours, including how many families had been attempted to be reached.
4. CEA will notify the shelter provider to let them know that they may do an external fill for that particular resource and document the date of the exception. The external fill email should specifically indicate the approval is for After Business Hour fill.
5. The shelter can then fill the resource externally, if able to, before the next business day.

External Fill Requirements

1. Congregate shelter staff is to delete the opening in the Clarity immediately.
2. When the congregate shelter staff cannot delete the approved shelter opening from the Clarity, the staff notifies the CEA Referral Specialists via e-mail at cea@kingcounty.gov (no later than 7:00 a.m. the next day)

3. When the opening is occupied, the housing provider will ask the family to sign the HMIS Release of Information for CEA and return that along with the External Fill form to CEA.
4. If a family inquires about homeless housing resources or shelter, the housing provider will refer the family to 2-1-1 to connect to CEA or will conduct the CEA Housing Triage Tool if community based assessors are employed by that agency.
5. The above process will be repeated daily for any unfilled openings.

If congregate shelter staff are unable to fill the opening(s) prior to the next business day

1. The unit is to be left as available in the database and CEA Referral Specialists will be given another day to fill unit/bed(s).
2. If the unit/bed(s) is not filled by CEA staff by that next business day, the process will be repeated until the unit/bed(s) is filled.

Title: Grievance Policy	Date Approved: 5/25/2016
Related Documents: Grievance Policy Description for Clients	

Rationale

Client concerns and grievances should be resolved promptly and fairly, in the most informal and appropriate manner. Agencies should inform clients of the following process for filing a grievance. Clients will be free from Agency interference, coercion or reprisal should they choose to file a complaint.

Policy

CEA will respond to grievances in the following manner, depending on the nature of the concern or grievance.

- A. **Housing Program Grievance** – Grievances about experience(s) with homeless housing programs will be redirected back to the program to follow grievance policies and procedures of that organization. Agencies should maintain internal documentation of all complaints received. This information should not be sent to CEA unless requested, either by the client or by CEA. The foregoing procedures are in addition to, and not in lieu of, the anti-discrimination policies of Seattle/King County Continuum of Care.

If you are not satisfied with the housing program’s response to your grievance, contact King County Coordinated Entry for All to request that CEA review the grievance, and if needed, schedule a grievance hearing. You may make your request by telephone or in writing.
- B. **Fair Housing Grievance** – Grievances about a participating program’s screening or program participation practices which appear to have a discriminatory impact: Contact the Tenants Union of Washington State; more information is available at <http://www.tenantsunion.org/en/programs/tenants-rights-hotline>
- C. **Program Grievance** – Grievances about CEA policies and procedures should be sent to CEA following the procedures below. A grievance is an expression of dissatisfaction about any aspect of CEA service delivery. It is an informal process that can be initiated orally or in writing. Upon receipt of an informal complaint, reasonable assistance will be provided by the Agency staff involved and may include supervisory or administrative staff to help obtain a satisfactory resolution to the concern.

Procedures

1. Please send your grievance letter to King County Coordinated Entry for All at 401 5th Avenue, Suite 500, Seattle, WA 98104, or by email to cea@kingcounty.gov, or by calling the Coordinating Entity at 206-328-5796.

For all grievance letters, please include:

1. Your name
2. The date
3. Your contact information
4. The best times and ways you can be reached
5. An explanation of your concern/grievance
6. What action you believe would solve the problem
7. Your signature

CEA will respond to your grievance in writing within 14 days. If you are not satisfied with CEA's response to your grievance, you can schedule a grievance hearing with King County.

Title: Household Refusal	Date Approved: 5/25/2016
Related Documents: Not Applicable.	

Rationale

Coordinated Entry for All (CEA) values client choice in the housing process. CEA also strives to maintain low vacancy rates for the variety of housing programs available. In an effort to balance these values, the Refusal Policy, while flexible, has specific constraints to maintain the CEA system.

Policy

Eligible households are not limited in the number of resources they can refuse, but will not be considered for a program that is outside of their vulnerability band.

CEA will document refusals in order to better understand why eligible households refuse resources and identify changes that would support the needs of our community.

Procedures

Refusal Prior to housing referral

1. When contacted by the CEA Referral Specialist, the household can refuse the resource without it impacting their status in the community queue.
2. The CEA Referral Specialist must enter the refusal in the Clarity database including a note specifying the reason for the refusal.

Refusal post housing referral

3. If the household has already received a referral to the housing program and determines that they do not want to proceed with the referral at any point in the process, they can notify the program and/or CEA.
4. The CEA Referral Specialist must enter the refusal in the Clarity database including a note specifying the reason for the refusal.
- 5.

Upon each refusal, the referral specialist thoroughly explains types of programs the household is eligible for to affirm that the household is interested in the resources they may be offered in the future. The household may change their decision at any time and may call CEA to update their preferences, though a referral to the resource may or may not still be available at that time. The household will be returned to the community queue.

Title: Inactive Households	Date Approved: 5/25/2016
Related Documents: Not Applicable.	

Rationale

To ensure the community queue reflects the most current information regarding eligible households who are in need of housing, eligible households may be made inactive if they cannot be reached by CEA.

Policy

Eligible households are made inactive after they have been contacted for two (2) unique attempts to make a housing referral with no response from the household. If a household is made inactive and later reestablished contact with CEA and are still eligible for CEA, they will be given the opportunity to make updates to their assessment and be referred to the community queue again.

Procedures

1. Each contact attempt is recorded in Clarity.
2. Eligible households should be contacted for resources no sooner than one week of the prior attempt.
3. The household will be removed from the community queue after two unique attempts for housing referrals without contact.

Title: Mobility Request	Date Approved: 5/25/2016
Related Documents: Mobility Request	

Rationale

Coordinated Entry for All (CEA) promotes housing stability for households and recognizes that circumstances arise which may require an adjustment in a current housing situation.

Policy

Eligible households are prioritized for transfer to another housing program if they experience an imminent safety issue, require a geographic change, have a change in service need, are aging out of their current program with no other housing options, or if their family size changes.

Procedures:

1. The housing provider must send the completed Mobility Request form to the CEA System Manager, documenting the reason for mobility. The household also needs to have a completed CEA Housing Triage Tool assessment entered into Clarity. If the household is assessed and scores 0-3, the mobility request will not be approved.
Reasons for mobility:
 - a. IMMINENT SAFETY ISSUE – An imminent safety issue that cannot be resolved through safety planning within the current placement. A household should contact 911 if they feel they are unsafe. Safety issues related to domestic violence should be referred to domestic violence resources.
 - i. Example: An individual who is not the aggressor has a conflict with another resident and the placement is no longer safe
 - b. GEOGRAPHIC CHANGE – Must directly correlate to a higher likelihood of success in housing than the current placement.
 - i. Example: An individual living in Seattle enrolls in Green River Community College
 - c. CHANGE IN SERVICE NEED – An increase or decrease in the level of supportive services is needed.
 - i. Example: An individual no longer needs intensive chemical dependency support
 - d. EXITING PROGRAM DUE TO AGE LIMITS WITHOUT A SAFE PLACE TO GO – Timing out of program without another safe housing option lined up.
 - i. Example: A young family is aging out of transitional housing and will return to the streets upon exit; a youth is aging out of an under 18 program with no housing identified
 - e. CHANGE IN FAMILY SIZE – Change in custody arrangement, resident is pregnant, etc.
 - i. Example: A single adult is able to reunify with their children and requires family housing.
 - f. c
2. CEA staff will follow-up within one business day when there is a safety issue, and within three business days when the mobility request does not involve a safety issue. CEA staff will facilitate conversations with the household and housing provider to understand both perspectives of the mobility request, and ensure the household wants to transfer programs.

3. CEA staff will make a determination regarding eligibility for mobility and inform housing provider and eligible household within three business days (one business day if an imminent safety issue exists). CEA staff may also contact funders to understand implications of a transfer for program funding.
4. CEA staff will update necessary information in the database regarding the mobility request. Upon approval for mobility, the eligible household will be reactivated in the community queue and will be prioritized for the next referral within their corresponding band, regardless of where their score falls within that band. The eligible household will be contacted by a referral specialist when the next appropriate housing resource is available. The housing resource will be reserved for a two hour period. After that time, CEA cannot guarantee that the unit will still be available.
 - a. Households who have been approved for mobility for safety reasons will be prioritized within mobility requests, followed by households losing their housing first.
 - b. CEA staff will work with the household and housing provider to develop a housing plan until a referral is available. The housing provider will be asked to continue to provide housing until another placement is secured, if this is a safe and viable option.
 - c. If a household turns down more than one housing resource, the mobility request will be returned to the housing provider and will no longer be approved.
 - d. If denied for mobility through CEA, the housing situation will be determined between the housing provider and the household.

Title: Prioritization	Date Approved: 5/25/2016
Related Documents: Not Applicable.	

Rationale

CEA helps communities prioritize assistance based on vulnerability and severity of service needs to ensure that people who need assistance the most can receive it in a timely and consistent manner.

Policy

CEA implements prioritization using a 'Banding Order' using the CEA Triage Tool. Banding levels are associated with different types of levels of support of resources.

Procedure

1. Using Banding Order, households' CEA Triage Tool scores are associated with a band of housing resources ("High", "Medium", or "Low"). Households are prioritized for housing referrals based on their CEA Triage Tool score within their corresponding band. If multiple resources identified for households in the band are available they are given options within their choices in the band.

CEA Band	Family VI-SPDAT	TAY VI-SPDAT (for young adults)	VI-SPDAT (for single adults)	Housing Type/Rationale
High	9-22	8-17	8-17	Permanent-Supportive Housing (PSH)
				Other Permanent Housing with case management and access to behavioral health.
				Transitional Housing Programs with case management and access to behavioral health supports. <i>For young adult housing programs this includes 24/7 staffing</i>
Medium	4-8	4-7	4-7	Transitional Housing with limited staffing and no on site case management or behavior health supports. May include scattered site programs.
				Permanent Housing (not PSH)
				Rental assistance and case management Rapid Rehousing
Low	0-3	0-3	0-3	No long-term housing intervention (emergency shelter)
				Diversion

Title: Program Inventory Maintenance	Date Approved: 5/25/2016
Related Documents: Not Applicable.	

Rationale

The Housing Inventory and Screening Tool must remain up to date in order for CEA to support a smooth and appropriate referral for eligible households to housing. Each agency has submitted eligibility information and a program description for their housing programs. Programs are required to adhere to the agreed upon criteria.

Policy

Housing Providers must notify the CEA System Manager of any contractual changes to housing programs that impacts program eligibility and referrals through CEA. This may include: starting, adding to, or closing housing programs, a change in the service delivery model, adjustments to program eligibility requirements, pertinent policy change, etc.

Procedures

1. The person identified as the Agency Lead is responsible for updating the Housing Inventory and Screening Tool and should email to the CEA System Manager to notify them of a change and request that the Housing Inventory be updated.
 - Please provide the following information with the request for a change to the Inventory.
 - Name of Program
 - Requested change
 - Reason for change
 - Effective date of change
 - An email response will be sent within 48 hours to either confirm that the change has been made to the Inventory or requesting further information.
2. If the Coordinating Entity would like to change any language on the Housing Inventory and Screening Tool a similar email will be sent to the Agency Lead.

Change in Agency Lead

If the Agency Lead responsible for updating the program inventory needs to change, please email the CEA System Manager at cea@kingcounty.gov with the subject: "Program Inventory Maintenance".

Title: Lease Up	Date Approved:
Related Documents: Not Applicable.	

Rationale

Lease Up is a critical time for new housing programs and usually involves a number of agencies including the homeless services provider and asset manager. It is important for all partners to be consistent in their understanding of the lease up requirements and have agreements in place before lease up begins to ensure a smooth process and occupancy rates are not impacted .

Policy

Housing Providers must notify the CEA System Manager of an upcoming lease up process.

Procedures

1. The Agency Lead is responsible for notifying the CEA System Manager about a lease up and scheduling a time for all parties to meet and establish a plan for an upcoming lease up process.
2. The agency lead should notify the CEA System Manager a minimum of 90 days in advance.
 - Meeting participants should include all parties involved in the lease up process. For example:
 - Property Manager
 - Service Provider
 - CEA System Manager
3. At this lease up meeting participants should agree to the timeline for CEA Referrals, number of referrals provided, eligibility criteria, screening criteria, and ongoing lease up meetings.

Title: Housing Referral	Date Approved: 5/25/2016
Related Documents: Not applicable.	

Rationale

CEA refers eligible households based on pre-established referral policy to identify the next eligible household for an open unit.

Policy

Given limited resources, referral specialists will follow the Referral Policy to identify the next eligible household for an open unit in CEA. When a household is identified as the next eligible based on assessment score and tiebreakers, then a referral is made to a housing program based on:

- A. Appropriate / Best Match - Unit eligibility and available services are right fit to client need
- B. Client choice
- C. Client availability (document ready / nearly ready to move in so as to reduce vacancy times)

Assessor Flag may supersede this policy, as determined by the Case Review team

Procedures

1. All referrals take place within the vulnerability band that corresponds with the households' score.
2. Referrals are prioritized from the Community Queue in the following order:
 1. Approved mobility requests, regardless of where their score falls within the band
 1. Safety
 2. Date household will lose housing
 3. Highest score, as needed
 2. Community Queue
 1. Highest score- banding
 2. Tiebreakers

Title: Family Shelter Referrals	Date Approved: 5/25/2016
Related Documents: CEA Triage Tool	

Rationale

Given limited resources, referrals to family shelter programs follow this policy to prioritize those who are believed to be most at risk while homeless. Family shelter programs are the only shelters that participate through CEA.

Policy

- Referral Specialists will identify the next eligible household for referral through use of the CEA Triage Tool. Family shelter resources will be prioritized based on highest to lowest score within the high band (scores 9-22). Tiebreakers will be applied according to the tiebreaker policy. Either have a pregnant household member, or Have a child under the age of one residing in the household, OR
- Score a '1' for tri-morbidity on the VI-SPDAT
- Length of time homeless

Young adult and single adult shelters do not participate through CEA.
Young adult and single adult shelters are accessed outside of the system.

Title: Tiebreaker	Date Approved: 5/25/2016
Related Documents: CEA Housing Assessment	

Rationale

Households with the same score may be eligible for the same resources in CEA. Tiebreakers are implemented in order to determine the next person who will be contacted for available resources to make a referral.

Young Adults	
<ol style="list-style-type: none"> Literally Homeless <ul style="list-style-type: none"> <i>If the respondent slept in a shelter or a place not meant to human habitation last night</i> Tri – Morbidity <ul style="list-style-type: none"> <i>If the respondent scored 1 for <u>physical health</u>, and 1 <u>substance use</u>, and 1 for <u>mental health</u>.</i> Risk of Harm <ul style="list-style-type: none"> <i>If the respondent scored 1 for either <u>having been attacked or beaten up since becoming homeless</u> or <u>having threatened or tried to harm themselves or anyone else in the last year</u> (Section B. Questions 5 and 6)</i> 	<p>Among equal scores and tiebreakers, choose the household who:</p> <ol style="list-style-type: none"> Has the longest length of time homeless Answered “yes” to “Is your current lack of stable housing because of conflicts around gender identity or sexual orientation?”
Single Adults	
<ol style="list-style-type: none"> Length of time homeless <ul style="list-style-type: none"> <i>How long has it been since you lived in permanent stable housing?</i> Tri – Morbidity <ul style="list-style-type: none"> <i>If the respondent scored 1 for <u>physical health</u>, and 1 <u>substance use</u>, and 1 for <u>mental health</u>.</i> System Utilization score <ul style="list-style-type: none"> <i>If the total number of interactions equals 4 or more, then score 1 for <u>emergency service use</u>.</i> 	<p>Among equal scores and tiebreakers, choose the household who is:</p> <ol style="list-style-type: none"> A Veteran Connected to a Partner Initiative (e.g., LTSS, FF)
Families	
<ol style="list-style-type: none"> Tri – Morbidity <ul style="list-style-type: none"> <i>If the respondent scored 1 for <u>physical health</u>, and 1 <u>substance use</u>, and 1 for <u>mental health</u>.</i> Pregnant and/or parenting a child who is under 1 year of age <ul style="list-style-type: none"> <i>How long has it been since you lived in permanent stable housing?</i> Length of time homeless <ul style="list-style-type: none"> <i>How long has it been since you lived in permanent stable housing?</i> 	

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CEA Participating Agencies - Family Programs

Agency	Family Program
Attain Housing	Salisbury Court
Auburn Youth Resources	Severson House
Auburn Youth Resource	Enumclaw Fourplex
Catholic Community Services	Alder Crest
Catholic Community Services	Katharine's Place Apartments
Catholic Community Services	Santa Teresita
Catholic Community Services	Rapid Rehousing for Families
Community Psychiatric Clinic	SSVF
Compass Housing Alliance	Ronald Commons
Compass Housing Alliance	Renton Veterans - VASH
Compass Housing Alliance	Renton Veterans Center - GPD
El Centro de La Raza	Homeless Assistance Program
El Centro de La Raza	Transitional Housing Program Ferdinand/Shelton Houses
First Place School	Family Stabilization
First Place School	Family Unification
Friends of Youth	Supportive Housing
Friends of Youth	NG-Bothell
Friends of Youth	NG-Sandpoint
Friends of Youth	NG-Avondale Park
Friends of Youth	Rental Assistance
Hearing Speech and Deafness Center	Views/Madison Ph1 - SF
Hopelink	Duvall Place
Hopelink	Heritage Park/Alpine Ridge
Hopelink	Hopelink PSH – Multiple Sites
Hopelink	Avondale Park
Hopelink	Hopelink Place Transitional Housing
Imagine Housing	IMA Chalet/Johnson Hill Transitional Housing



CEA Participating Agencies - Family Programs

Agency	Family Program
Imagine Housing	IMA Andrews Glen
Imagine Housing	IMA Francis Village
Imagine Housing	IMA Rose Crest Apartments
Imagine Housing	IMA Velocity Housing Stability Program
Imagine Housing	Nihonmachi Terrace-Sound Families
Imagine Housing	Solace Transitional Housing at Samaki Commons
Interim Community Development Association	Housing Stabilization
Kent Youth and Family Services	Watson Manor
Kirkland Interfaith Transitions in Housing (KITH)	Kennsington Square
Kirkland Interfaith Transitions in Housing (KITH)	HAC
Kirkland Interfaith Transitions in Housing (KITH)	Petter Court Transitional Housing
Low Income Housing Institute	Bellevue PSH
Low Income Housing Institute	Columbia Court Supportive Housing
Low Income Housing Institute	Martin Court Supportive Housing
Multiservice Center	MSC Family FW
Muslim Housing Services	Muslim Housing City Transitional
Neighborhood Hood	Working for Housing Stability
Refugee Women's Alliance	REW Refugee and Immigrant Homelessness Prevention
Seattle Housing Authority	High Point
Seattle Housing Authority	Wisteria Court-Sound Families
Solid Ground	Brettler Place
Solid Ground	Sandpoint Family Housing
Solid Ground	Journey Home
Sound Mental Health	August Wilson Place Bellevue
Sound Mental Health	Project Homestead
St. Stephen Housing Association	SSH Nike Manor
St. Stephen Housing Association	SSH City Park
Valley Cities Counseling and Consultation	Families First
Valley Cities Counseling and Consultation	Homeless Services Enhancement



CEA Participating Agencies - Family Programs

Agency	Family Program
Valley Cities Counseling and Consultation	Pathways First
Valley Cities Counseling and Consultation	Transitional Housing Programs
Wellspring Family Services	RRHF
Wellspring Family Services	Rapid Rehousing
Wellspring Family Services	Rent Assistance Program, HHSF
YMCA of Greater Seattle	Family Housing Program
YWCA Seattle – King – Snohomish	Family Village Transitional
YWCA Seattle – King – Snohomish	Permanent Housing Stability
YWCA Seattle – King – Snohomish	Housing Success Program
YWCA Seattle – King – Snohomish	YWCA Rapid Rehousing Stability Program
YWCA Seattle – King – Snohomish	RRHF
YWCA Seattle – King – Snohomish	Family Village – Case Managed Units
YWCA Seattle – King – Snohomish	YWCA SKC Renton
YWCA Seattle – King – Snohomish	YWCA SKC Auburn Transitional
YWCA Seattle – King – Snohomish	Central Area Transitional Housing
YWCA Seattle – King – Snohomish	Lauren Heights
YWCA Seattle – King – Snohomish	Windemere Transitional Housing
YWCA Seattle – King – Snohomish	East Union



CEA Participating agencies - Youth programs

Agency	Youth Programs
Auburn Youth Resources	Passages
Auburn Youth Resources	Coming Up
Auburn Youth Resources	Severson
Compass Housing	HomeStep/Self-Managed Housing Program
CPC	Cedar House
Friends of Youth	New Ground Totem Lake
Friends of Youth	Supportive Permanent Housing
Friends of Youth	New Ground Kirkland
Friends of Youth	Rental Assistance Program
Navos	Independence Program
United Indians of All Tribes Foundation	Labateyah
Valley Cities	Phoenix Rising
YMCA	Bergan Place Apartments
YMCA	Home At Last
YMCA	West Seattle Shared Home
YMCA	McGrath Shared Home
YMCA	Bellevue Shared Home
YMCA	Shared Home-Central House
YMCA	YMCA Shared Home-Shoreline
YMCA	YMCA Shared Home-Auburn
YMCA	YAIT (Young Adults in Transition)
YMCA	Next Step
YMCA	Independent Youth Housing Program
YMCA	Harder House
YouthCare	Catalyst
YouthCare	University Commons / Marion West
YouthCare	ISIS House
YouthCare	Home of Hope
YouthCare	Open Doors Project

Evaluation Metrics

King County will include the following metrics to be analyzed quarterly as approved by the Data and Evaluation Subcommittee:

RARE:

- Number of newly homeless
 - By Population Type
 - Young Adults, Families, Singles
 - By racial/ethnic group
 - By VI-SPDAT score
 - By Regional Access Point
- Number of clients on the waitlist
 - By Population Type
 - Young Adults, Families, Singles
 - By racial/ethnic group
 - By VI-SPDAT score

BRIEF:

- Time from assessment to housing
 - By Population Type
 - Young Adults, Families, Singles
 - By racial/ethnic group
 - By VI-SPDAT score/housing type
 - May also consider assessment to program acceptance
- Number of clients skipped in referral process
 - By Population Type
 - Young Adults, Families, Singles
 - By racial/ethnic group
 - By VI-SPDAT score
 - Reason for each

ONE-TIME

- Number and % of referrals to programs that result in a housing placement
 - By Population Type
 - Young Adults, Families, Singles
 - By racial/ethnic group
 - By VI-SPDAT score
 - By program
- Refusals/denials
 - By Population Type
 - Young Adults, Families, Singles
 - By racial/ethnic group
 - By VI-SPDAT score
 - By program

You have a right to file a grievance about Coordinated Entry for All.

A grievance is an expression of dissatisfaction about any part of Coordinated Entry for All service delivery. It can be made verbally or in writing.

If your grievance is about an assessment site or housing program, please contact a staff at that program to follow that organization's policies. If you are not satisfied with the housing program's response to your grievance, contact King County Coordinated Entry for All to request a review of your grievance.

If your grievance is about screening or program participation practices

If your grievance is about Coordinated Entry for All (CEA), please send your grievance letter to King County Coordinated Entry for All at 401 5th Avenue, Seattle, WA 98104 or call 206-477-7748.

For all grievance letters, please include:

1. Your name
2. The date
3. Your contact information
4. The best times and ways you can be reached
5. An explanation of your concern/grievance
6. What action you believe would solve the problem
7. Your signature

CEA will respond to your grievance in writing within 14 days.

No retaliation, threats, or discrimination should occur from agency staff after you have made a complaint and we hope that you will contact the CEA System Manager if concerns about this arise.

Mobility Request

Today's Date: Click here to enter a date.	Client Date of Birth: Click here to enter a date.
Client Name: Click here to enter text.	Client Preferred Name: Click here to enter text.
Clarity ID #: Click here to enter text.	
Current Housing Program: Click here to enter text.	Month/Year Client Moved In: Click here to enter text.
Name of staff completing form: Click here to enter text.	Staff Contact Information: Click here to enter text.

Reason for Mobility Request: [Click here to enter text.](#)

Please complete the section below that corresponds with the reason for the request.
You do not need to complete all sections.

IMMINENT SAFETY ISSUE

1. Is a program transfer required to assure safety of the resident? Yes ☐ No ☐
2. Were safety concerns discussed with the resident at the time of intake? Yes ☐ No ☐
Please explain: [Click here to enter text.](#)
3. What region is unsafe for the resident to live in? [Click here to enter text.](#)
4. Do the resident and housing provider agree a move is necessary for the resident's safety? Yes ☐ No ☐
5. If a transfer is achieved, are there ways to avoid a similar safety concern in the future? Yes ☐ No ☐
Please explain: [Click here to enter text.](#)
6. Does the resident require a confidential housing resource? Yes ☐ No ☐

7. Is the resident able to remain in the current program until another resource is identified? Yes ☐ No ☐

If no, what other housing options have been identified until housing is available through coordinated entry? [Click here to enter text.](#)

GEOGRAPHIC CHANGE

1. Location or region requested: [Click here to enter text.](#)
2. Reason for requested change: [Click here to enter text.](#)
3. Have the resident and housing provider discussed how a geographic change may be necessary for a higher likelihood of success? Yes ☐ No ☐
4. Is this change a temporary or long-term solution for the resident's geographic needs? Please explain: [Click here to enter text.](#)
5. What other housing options have the resident and provider reviewed in the desired region? [Click here to enter text.](#)

CHANGE IN SERVICE NEED (INCREASE OR DECREASE)

1. Have the resident and housing provider discussed the change requested? Yes ☐ No ☐
2. Is the resident requesting an increased or decreased level of support? Increased ☐ Decreased ☐
3. How is the current level of support not meeting the resident's needs?
4. Was the resident's level of service need accurately captured during the initial housing assessment? Yes ☐ No ☐
 - a. If no, what was inaccurate or omitted? [Click here to enter text.](#)
5. What other options have the resident and provider reviewed? [Click here to enter text.](#)
6. What options have been considered so the resident can maintain their current residence? [Click here to enter text.](#)
7. Did a specific incident initiate this request? Yes ☐ No ☐

If yes, please explain: [Click here to enter text.](#)

EXITING DUE TO AGE RESTRICTIONS

1. Will the resident age out of the program within the next two months? Yes ☐ No ☐
 - a. If yes, what is the date they must exit your program? [Click here to enter a date.](#)
2. What other housing options have the young adult and provider reviewed? [Click here to enter text.](#)

CHANGE IN FAMILY SIZE

1. Is the resident pregnant?

- a. What is their due date? [Click here to enter a date.](#)
- 2. Is the resident reuniting with their child(ren)? Yes ☐ No ☐
 - a. What is the number of adults who will need housing? [Click here to enter text.](#)
 - b. What is the number of children who will need housing? [Click here to enter text.](#)

REASONABLE ACCOMODATION

- 1. Is the resident requesting a reasonable accommodation or modification that the housing program cannot accommodate?
 - a. What accommodation or modification was requested? [Click here to enter a date.](#)

Why was the current housing program not able to accommodate this request? [Click here to enter a date.](#)

2. Do the housing provider and resident agree a move is necessary for the resident to have equal opportunity to use and enjoy a dwelling, including public and common use spaces? Yes ☐ No ☐

Congregate Family Shelter After-Hours External Fill Verification

Agencies should use this form when granted an external fill by CEA.

Agency/Program Name	
Unit Name/Description	
Date Resource was Occupied	
Head of Household Name	
Head of Household DOB	
Clarity ID Number	

Has the household complete an assessment for CEA?

☐ Yes ☐ No ☐ Not Sure

If no, what was the reason?

- ☐ Household didn't know about CEA
- ☐ Household was not eligible for CEA
- ☐ Barriers for household to access a CEA assessment:

External Fill Verification

Agencies should use this form when granted an external fill by CEA.

Agency/Program Name	
Date Resource Available for Occupancy	
Date Notified by CEA System Manager to fill externally	
Date Resource was Occupied	
Unit Name/Description	
Head of Household Name	
Head of Household DOB	
Clarity ID Number	
Where was the household staying prior to coming to your program?	
How did the household get connected/referred to your program? (List referral source, if possible)	

Has the household completed an assessment for CEA?

☐ Yes ☐ No ☐ Not Sure

If no, what was the reason?

- ☐ Household didn't know about CEA
- ☐ Household was not eligible for CEA
- ☐ Barriers for household to access a CEA assessment:

This statement serves as a confirmation that the household that has been working with our agency is currently housed. I understand by providing this information the household's CEA profile will be made inactive. The information provided has been gathered from the household directly.

Approving Staff's Name

Date